

## E2E TERMS OF BUSINESS

### Presentation

- ONEPOST will supply line listings
- Please ensure mail is palletised
- This segment is to be run in order per the line listing supplied. Please ensure that the sequential order is maintained.
- Items should be cross banded in bundles of approx. 20-25. Mailings should be shrink wrapped on pallets in Service Centre order. The bundles must be laid in layers and where there is more than one Service Centre on a pallet, they must be clearly divided with a pallet content indicator on the side. Each pallet should have a maximum weight of 450kgs and ideally be no more than one meter high.
- In the event there are any standard tariff items, please post these via Royal Mail second class from your premises and charge to your client
- ONEPOST may forward a 'rejects' file with sorted data. These files have been rejected by our sortation as being unsuitable for bulk mailing. It is at the client's discretion if these records should be mailed. If so, these cells should be processed by you in the usual way via Royal Mail and invoiced directly to your client.

### Proofs

- For each mailing file ONEPOST must approve both PPI's and data coding which appears under the address in order to confirm that it meets the criteria necessary to be processed for End to End. Please email proofs to: [proofs@onepost.co.uk](mailto:proofs@onepost.co.uk)
- Please ensure wherever possible that the supplied proof files are labeled with the corresponding supplied data file names.
- Please note a valid 'undelivered' return address is required for each mailing (this can not be a PO Box No.) or for DX mailings you can use  
DX, Harrington Way, Bermuda Park Industrial Estate, Nuneaton, Warwickshire CV10 7SA.
- PPI templates for sizing and positioning will be supplied. Copies are available from ONEPOST on request.

### Collections

- A customer and driver manifest will be supplied for the warehouse and driver to sign when handing the posting over.
- Cancellations on the day of collection may incur charges between £30-£600. This will be charged direct to the client
- For queries on Collections or Consumables please contact our Operations team on 0800 138 3551 (Option 2) or email:  
[operations@onepost.co.uk](mailto:operations@onepost.co.uk)

### To note

- Any re-runs of data will be charged at £150 with an additional charge of £50 per extra cell.